

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:597
ANSWERED ON:08.05.2000
EXPANSION OF SPEED POST SERVICE
DILIP KUMAR MANSUKHLAL GANDHI

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Speed Post Service is getting tough competition from private courier service;
- (b) if so, whether the Government proposes to improve the Speed Post Service to enable it to effectively compete with the private courier service;
- (c) if so, the details thereof;
- (d) whether there is any proposal to expand the Speed Post Service in various states including Maharashtra; and
- (e) if so, the details thereof ?

Answer

MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (e) A statement is laid on the Table of the House

Statement in respect of Parts (a) to (e) of Starred Question No. 597 for 08.05.2000 Regarding Expansion of Speed Post Service

It is a fact that the private courier service is giving a serious competition to the Speed Post service especially in the areas of parcels and documents. The private courier service operates on commercial parameters and has dedicated manpower, transport and other logistical support. The Department of Posts has also taken a number of steps to strengthen the Speed Post service to meet the challenge from the private couriers. The network of Speed Post offices has been expanded on a two tier basis by opening 494 State Speed Post Offices at mufussil towns and in the district headquarters and by linking 100 major cities and towns in the country on the national network. To enhance the satisfaction of the customers, delivery system has been restructured by creating nodal offices with dedicated delivery staff and by mechanising wherever possible the delivery beats. In addition, booking and delivery offices have been computerized, track and trace system has been introduced coupled by daily monitoring of quality of delivery service. Free pick up service facilities from the customer premises have also been introduced to increase the market share. For further strengthening of the Speed Post service, a proposal has been made to the Government for creating a wholly dedicated Business Development Group with full-fledged managerial set up and operative staff for greater market penetration. In fact, the growth of the Speed Post service during the last three years has been very encouraging as furnished below:

Revenue in 1997-98 Revenue in 1998-99 Revenue in 1999-2000

Rs. 77.95 crores Rs. 91.36 crores Rs. 126.17 crores

The growth in revenue during the last financial year was 38% compared to the previous year, i.e., 98-99 which according to the market information is higher than the growth rate of courier industry which is about 25%.